

Oh My I lost my Password !



?????

I know it worked before and why
does it not work now ?

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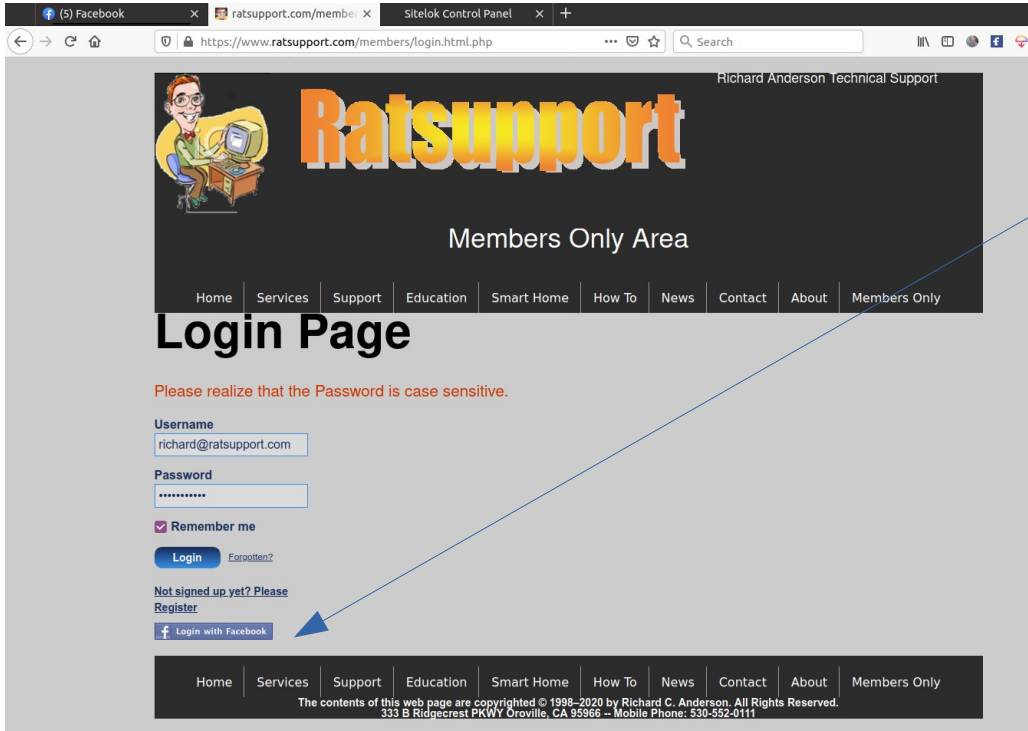
Discussion

- There are a number of reasons a person can lose their password or be locked out from an application because of an automatic password etc.
- One way to handle this is to install [Mozilla's Firefox Browser](#) (works on my Linux Computer, iPhone and Android devices) and use their [Lockwise](#) app to securely store your passwords and allow you to lookup and use on all your devices.
- As you may or may not know, any method you choose to track your passwords is not perfect and they require you to do your homework and house keeping.

Discussion

- To enter the Members Only Area (MOA) of the Ratsupport.com website you will need a password and it needs to be changed every 360 days. This presentation will talk about how to get a new password because you lost your old one.
- We will also talk about the time you login and get a message that it is time to create a new password.
- We will discuss the password requirements.

Before you get blocked



There is a message area in the lower part of the Members Only Area(MOA) Login Page just below the Facebook Login Button.

The message area will tell you if your login credentials are correct or if you only have a limited number of tries to login.

We only allow 4 tries before blocking a user for 10 min. This stops most robot login systems.

Before you get blocked

Richard Anderson Technical Support

Ratsupport

Members Only Area

Home Services Support Education Smart Home How To News Contact About Members Only

Login Page

Please realize that the Password is case sensitive.

Username
richard@ratsupport.com

Password

Remember me

Login [Forgotten?](#)

Not signed up yet? Please Register

Login with Facebook

Home Services Support Education Smart Home How To News Contact About Members Only

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Doing the same thing and expecting something different is not suggested.

Before you get blocked you can just request a new password and use it.

There is a link on the MOA Login Page that will do this. “Forgotten?”.

An email will be sent to your registered email address. If you don't see it inside 5 min then please look into your spam (junk) folder for it.

New Password Email

Hi,

Here are your login details for Ratsupport Members Area. To activate your new password please click the link below.

Username: abuse@ratsupport.com
Passphrase: RTabe3Yz

[Activate Now](#)

If you have any further questions or problems please email us at support@ratsupport.com.

You can go to the Edit Profile tab of the Ratsupport.com Members Only Area and create your own new password.

Please use the following rules:

1. You can not use your old password so be sure to check for a message stating "That password has been already used"
2. You must have at least one number in your password.
3. You must have at least one Capital letter in your password.
4. You must have at least one Lower Case letter in your password.
5. You can use any or all of the following special char's. * % ; @ - _ . < > ?
6. Your password must be atleast 5 chrs and not more than 30 chrs.

The body of the email sent to your registered email address will come from support@ratsupport.com and it will have the information shown to the left of these words.

If you want to use this temp password then you will have to click on the Activate Now Link.

It is very important that you put the password into your password field before you try to login again on the Login Page.

Logged into MOA

- This process should have you logged into the Members Only Area of Ratsupport.com.
- Enjoy all the functions and information in the MOA.
- If you have comments or questions then you can [contact us](#) and give us your information.

Happy Endings



You have crossed the finish line and we hope you enjoyed the trip.

Enjoy your experience in the Members Only Area and have fun learning.